INTRODUCTION

TRAINING FOR
DCMC Schedule and Delivery Management
as it applies to
Delay Notice and Customer Priority Request

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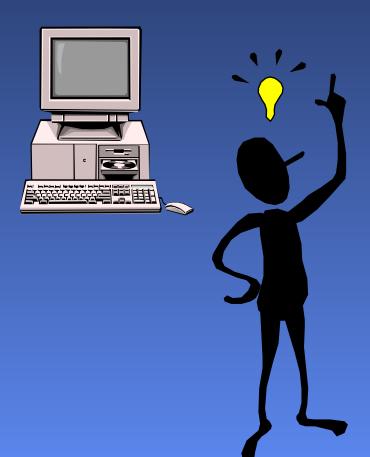**Herbert Cowart, DCMDW, 310-900-6549**
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INTRODUCTION

Introduce Yourself

➢ **What you do in DCMC**
➢ **Duty Station**
➢ **Your experience with Delay Notice**
- CPSS - Alerts Tool
➢ **Other**

Purpose

- **Initiate Thoughts of Training**
- **Review and Comment on Materials**
- **Learn to Be Users**
- **Establish Support Network**
  - **Other Trainers**
  - **District Pocs**
- **Ask Questions**

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Expectations

➢ **Training not Briefing - Be Prepared, Know Materials**

➢ **The Learning Objective is to ensure that the students understand the DCMC process of Schedule and Delivery Management application of Delay Notices and Customer Priority Requests and how to use the Alerts tool suite that supports the process.**

➢ **Integrate Operational Process/Policy with the Alerts Tool suite**

➢ **Anticipate and answer the unasked**

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Expectations Cont.

- ➢ **Professional Delivery - Professional Appearance**
- ➢ **Consistent approach across the command and with the customers**
- ➢ **Report status**
- ➢ **Process the Critiques**
- ➢ **Provide constructive feedback relative to training**
- ➢ **Web site http://www.dcmc.hq.dla.mil/TEAMINFO/Alerts.htm**
- ➢ **Resources: People, Manuals, Training Materials**

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References

- **Recommended Reading/Review (Most in Appendix)**

- **Instructor Guides: http://www.dcmc.hq.dla.mil/TEAMINFO/Alerts/Index.htm**

- **DLAD 5000.4 Schedule & Delivery Management Chapter**

- **Delay Notice - Customer Priority Request - Alerts Team : http://www.dcmc.hq.dla.mil/TEAMINFO/Alerts/Index.htm**

- **Subpart 42.11 -- Production Surveillance and Reporting**

- **Metrics cube: http://160.147.163.20/cgi-bin/ppdscgi.exe**

- **MOCAS Trusted Agent Manual: http://www.dcmc.hq.dla.mil/ref_info/tapg/index.htm**

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Expectations

Instruction

Information from

Delay Notice - CPSS - Alerts Tool Instructor Guide Part 1

Adult Learners

- ➢ **Relevancy (Know your audience)**
- ➢ **Assumptions (About Subject & Class)**
- ➢ **Need to Know Expectations (Ask)**
- ➢ **No Dull Presentations (Entertaining/Antedotes)**
- ➢ **Experience and Knowledge (Bring It Out)**
- ➢ **Learn by Doing (Exercises)**
- ➢ **No Busywork**
- ➢ **Establish class Patterns**

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Phase I Experience

- **Limited Use After Phase I Training**

- **Alerts Has Customer Satisfaction - 17 Phase I**

- **Expect Increased Use**
  - **FY 99**
    - **80% Increase in CPSS**
    - **Answered 28,000**
    - **Answered 88% by Suspense Date**
  - **Contract Admin Team (CAT) Locator Hit 160 Timer/day**

KSA for Training

- ➢ **DCMC Knowledge and Experience**
  - ➢ **Functional Knowledge of Schedule and Delivery Management Process**

- ➢ **IT Skills**

DCMC Knowledge

- ➢ **FAR 42 DFAR 242**
- ➢ **DLAD 5000.4**
- ➢ **Acquisition Life Cycle**
  - ➢ **Programs**
  - ➢ **Spares**
- ➢ **Knowledge of Acronyms**

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Delay Notice - CPSS Process

- ➢ **Cage Codes**
- ➢ **DoDACC**
- ➢ **CLIN**
- ➢ **Schedules**
- ➢ **Reason for Delay Codes**
- ➢ **MOCAS**
- ➢ **Priority Assistance**

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IT Skills

- Windows
- Mouse
- Toggle
- Enter & Edit Text
- Send/Receive Email
- Log in Process
- Password & Security Process

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IT Instruction

- **Instructor Shows First Then Students Try**
- **Call on Students Who Are Ahead of Class**
- **Two Instructors**
- **Walk Around**
- **Keep Discussions Relevant**
- **Stay on Schedule**

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Student Workbook - Exercises

- Explain Exercise - Objective
- Explain steps - Tell Me, Show Me, Let Me Do It
- Follow Materials - Keep everyone together
- Complete Each Exercise w/o Break
- Do Exercise Close to Teaching Function

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Student Workbook - Exercises

- ➢ **Explain Exercise - Objective**
- ➢ **Explain steps - Tell Me, Show Me, Let Me Do It**
- ➢ **Follow Materials - Keep everyone together**
- ➢ **Complete Each Exercise w/o Break**
- ➢ **Do Exercise Close to Teaching Function**
- ➢ **Instructor Guide Has Answer Key**

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Course Preparation and Administration

- ➢ **Class Preparation Checklist - Copy**
- ➢ **Course Material - Ensure copies**
- ➢ **Registration - Reference IG 1 and Local Process**
- ➢ **Record Keeping - IG 1, Appendix**
- ➢ **Monthly Reporting - IG 1, Appendix**
- ➢ **Security Forms**

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Class Preparation Checklist

- Class preparation checklist
- Course materials
- Registration
- Record Keeping
- Monthly Reporting

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Course Materials

- **User Guides for students**
- **Administrative info**
- **Handouts (you decide)**
- **Wall chart of system configuration**
- **LCD pancake**
- **Overhead projector**

- **Sign In Sheets**
- **Critiques**
- **Slides disk**
- **Instructor Manual**
- **White board or flip chart/tape**
- **Notepaper for students**
- **Name tents**

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Registration

- **Rosters verified**
- **PLAS 217C NP054**
- **Attendance sheets be provided to Alerts PM and CAO Training Coordinator**
  - **copy with Critique to DCMC HQ**

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Record Keeping

- **Attendance**
- **Critique (Delay Notice - CPSS - Alerts)**
- **Delay Notice - CPSS - Alerts Issues and Problems** (www.dcmc.hq.dla.mil teaminfo/Alerts/Resources)
- **Monthly Report**
   (www.dcmc.hq.dla.mil teaminfo/Alerts/Resources)

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Reporting

- **CAO Alerts II PM will Email to the District POC by first work day of each month**
  - **Delay Notice - CPSS - Alerts Training Monthly Report**
  - **Delay Notice - CPSS - Alerts Training Issues and Problems Report**

- **Critiques & Copy of Sign-In Sheet to DCMC HQ**

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Immediate Reporting

- ➢ **From CAO Alerts PM to the District POC**
  - ➢ **Any class less than 75% full**
  - ➢ **Any time it appears training schedule will not be completed on time**

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PC Configuration

- <u>Operating System :</u> **Windows 95, 98 or NT**
- <u>Processor:</u> **486 66MHz (minimum)**
- <u>RAM:</u> **16**
- <u>Hard Drive:</u> **31MB for Alerts and TASO**
- <u>Network Access:</u> **yes**
- <u>Internet Access:</u> **(Customer only)**

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